

NHB/NMRTC Bremerton *Caduceus*

A Monthly Recap of info, insight & issues for April, 2022



U.S. Navy Chief Petty Officers 129 Years – and counting – of Honor, Courage, Commitment



It was on April 1, 1893, that the U.S. Navy chief petty officer became officially the Fleet's senior enlisted rank, serving as a bridge between officers and junior enlisted Sailors. For the approximately 40 CPOs assigned to Naval Hospital Bremerton, primarily of the hospital corpsman rate, the collective knowledge, experience and expertise – and leadership – helps guide the command to continually providing a ready medical force more than capable of ensuring there's a medically ready force in the nation's third largest fleet concentration. Happy 129th Birthday, Navy Chiefs!

sexual assault awareness significance...Navy Medicine Readiness Training Command Bremerton staff members show their support for Sexual Assault Awareness and Prevention Month (SAAPM) by forming a teal ribbon, April 1, 2022, to further visually signify their collective and command commitment to zero tolerance against sexual assault. The theme for 2022, "Step Forward. Prevent. Report. Advocate," is a call to action at all levels to use personal strength to advance positive change in preventing any type of sexual violence. The photo-opportunity is the opening of NMRTC Bremerton month long awareness campaign, which also includes a virtual 5K (3.1 miles) run/walk, Chalk the Walk event and Sexual Assault Prevention Response victim advocate recognition (Official Navy photo by Douglas H. Stutz, NHB/NMRTC Bremerton Public Affairs).





RevX upgrades MHS GENESIS at Puget Sound Military Health System

By Douglas H Stutz, NHB/NMRTC public affairs officer -- The Department of Defense integrated electronic health record MHS GENESIS is being upgraded at Puget Sound Military Health System military treatment facilities.

**Naval Hospital
Bremerton *Caduceus* is an official
Navy internal publication**

Capt. Patrick Fitzpatrick, NC, Commanding Officer
Capt. Jeffrey Feinberg, MC (FS), Executive Officer
Command Master Chief James B. May

Just as Madigan Army Medical Center, Naval Health Clinic Oak Harbor, the Air Force's 62nd Medical Squadron and Naval Hospital Bremerton were the first to deploy MHS GENESIS in 2017, they are now amongst initial sites to implement MHS GENESIS Revenue Cycle Expansion (RevX) in 2022.

RevX is specifically designed with new features, functionalities and capabilities as a crucial next step for Defense Health Agency commands such as NHB to increase their efficiency in managing resources when meeting patient demand.

"RevX went live April 1, 2022. Business and clinical champions came together to identify the need for a "clinically driven revenue cycle" that ties what we do in the clinic to what the coders and billers are able to capture. This ensures that the work we are doing in the clinic is being accounted for and also ensures that we are capturing potential revenue from beneficiaries who

might have other health insurance,” said Lt. Cmdr. Paul Flood, NHB chief medical informatics officer, staff physician, and Urgent Care Clinic department head.

RevX is designed as the the next step to hone efficiency in such administrative and management areas as meeting patient demands, managing patient records, and detailing patient accounting.

Above all, insists Flood, RevX introduces a cultural shift towards a clinically driven revenue cycle culture which will optimize decision-making for leadership at NHB. It’s designed to integrate and standardize clinical and business workflow processes in delivering positive patient outcomes. RevX will improve operational efficiency for the business communities, as well as provide predictability and accuracy of supply and logistics for the command.

What does all this mean for an eligible beneficiary?

RevX will streamline the administrative workload typically associated with every appointment so clinicians can focus on patient care. It will be part of every patient appointment, which starts with scheduling that appointment, which then leads to the Patient Identification Process, one of the focal points of the RevX training.

“PIP allows the selection of a patient profile and health plan based on eligibility for the care and reason for their visit,” explained Flood. “PIP will improve upon patient information collection, simplify the check-in process and lead to collection accurate and detailed financial data, from which a bill can be generated.”

After a patient’s registration, enrollment and eligibility details are given the pre-authorized thumbs-up, the patient will again go through the patient identification validation process when checking in for the actual appointment. The administration trail continues with any information collected during the provider and patient interaction such as clinic notes, laboratory orders and pharmaceutical prescriptions. At that point, the workload is summarized, along with any charges

noted and if a referral is needed. Upon discharge, all the charges are recorded, followed by billing and a coding review.

“The staff most affected with RevX going live are our front desk clerks, our coders and our billers in the Uniform Business Office. To a small extent our clinical staff are also impacted as we need to ensure we are documenting and placing charges for all the little things we are doing in clinic,” said Flood.

NHB billing and coding team, although not directly involved in providing patient care, are intricately engaged in every patient encounter. Every time a NHB provider, nurse, corpsman sees a patient, there’s a specific code assigned to each diagnosis and procedure. That coded data is used to be reimbursed by insurance companies and/or federal government coverage such as Medicare or Medicaid. Increased billing accuracy is a crucial part of NHB’s business operations working with and supporting clinical operations.

For patients, Flood attests that the new and enhanced MHS GENESIS tools allow for better understanding the reason for the appointment, as well as accurately verifying the health care coverage information.

There are a few tips which are recommended for all patients in the military health system and using MHS GENESIS.

Arrive Early: follow the standard military logic of ‘early is on time.’ It’s recommended to give yourself an extra 10 or 15 minutes before appointment check-in.

Let it be Known: Be sure to share the reason why you have an appointment to help ensure staff have the right information.

Current Health Care Coverage Comms: Make sure your insurance coverage is up to date. Have there been any modifications? Is your personal contact information accurate? Share all pertinent details to make all future visits and pending appointments not spent on paperwork and red tape.

RevX is expected to benefit clinical staff by increasing their emphasis on patient care due to streamlined administrative capability. The Resource Management team benefits by enhanced operations, such as improved check-in efficiency and patient experience through better identification of the patient’s other health insurance information. Supply and Material Management benefits with increased logistical predictability which include being able to anticipate when to order medical supplies and prevent any shortages of vital supplies to have on hand.

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NHB/NMRTC Bremerton Webpage:
<https://bremerton.tricare.mil/>

NHB/NMRTC Bremerton Official Facebook site:
<https://www.facebook.com/navalhospitalbremerton>

NHB on Defense Video Info Distro Service:
<https://www.dvidshub.net/tags/news/nmrtc-bremerton>

NHB Command Ombudsman:
nhb.ombudsman@gmail.com

“In terms of how has this improved since MHS GENEIS go live in 2017, we are better adapted at identifying issues as they develop and implementing fixes. Training has also become more targeted so that we are getting training to those who need it to ensure that this project is successful,” stated Flood.

NHB Mammography Suite Achieves Annual Accreditation

By Douglas H Stutz, NHB/NMRTC Bremerton public affairs officer -- When Naval Hospital Bremerton’s Mammography Suite was inspected by the U.S. Food and Drug Administration last month for annual accreditation, the Radiology Department team made sure the inspector didn’t depart empty-handed.

After the FDA Mammography Quality Standards Act inspector acknowledged that NHB’s Mammography Suite earned the highest grade possible – satisfactory – with zero findings and no recommendations, it was noted that several best practices were too good not to share with others.

The prep-work beforehand, organizational minutiae such as inspection guidelines, updated documents and instructions, along with detailed binders were all considered procedural practices to adopt.

Kudos were relayed to Marde Buchart, mammography technician, for her diligence to the mammography program, which made for a productive and efficient use of time during the inspection.

Buchart’s enthusiasm and passion for her chosen profession were valued and appreciated.

“This annual inspection makes sure we’re in full compliance with all quality standards for personnel, equipment, maximum allowable radiation dose, quality assurance, medical audit and outcome analysis, medical record keeping and all reporting requirements,” said Buchart.

The annual accreditation inspection of the command’s 3-D Mammography Suite by the FDA MQSA validated the quality of all mammography services, along with staff members like Buchart, , who daily provides patient-centered care to those in need.



With the passing of the Mammography Quality Standards Act (MQSA) in 1992, national quality standards were established for mammography, facilities had to be accredited by the FDA and certified by the Secretary of Health and Human Services.

“Patients trust us that we are in compliance with the Food and Drug Administration, and we [NHB] benefit by having the agency conduct the annual inspection and any associated training in new standards or policies,” Buchart said, noting that everyone benefits from having the annual inspection.

Whether part of Women’s History Month, the command’s Diversity Council ‘Breast Cancer Awareness’ campaign, the Mammography Suite is crucial for cancer awareness.

“Mammogram is the first choice of modality use for an early detection of cancer. Annual screening improves a physician’s ability to quickly detect abnormal breast concerns. The more rapidly the concern is detected, the more treatment options are available,” stressed Buchart, adding that all women need to know NHB’s Mammography Suite is available to serve all eligible active duty, retirees and their dependents.

“Having annual mammograms save lives,” continued Buchart. “Screening does not prevent breast cancer, [but] it can help to detect it early, when it is easier to treat. NHB has extremely capable and qualified technologists and radiologists on staff as well as a fully certified facility that is close-by in which to conduct the screening exam.”

According to Buchart, the annual inspection focused on six items:

Enhancing Quality Using the Inspection Program initiative. “Open communication between radiologist and technologist to make sure all criteria for obtaining breast x-ray covers all the breast anatomy based on MQSA’s image quality standards. Anything falls below the standard should be communicated or acknowledge by the technologist for correction,” related Buchart.

Equipment performance and image quality: The annual survey performed on the mammography unit by physicist to ensure mammogram equipment is performing to its standards and expectation required by the MQSA. “As a technologist, I review the report and compare it with the last survey to make sure any numbers are within the limitation and MQSA’s standards,” Buchart said.

Quality Control/Quality Assurance: QC/QA is performed and documented accordingly based on the required MQSA’s standard maintenance.

Medical audit and outcome analysis records: The FDA inspector reviews all documentation and records documenting all exams performed screening/diagnostic to reflect its number per Breast Imaging Reporting and Database System outcome, an assessment tool used to rate the results of a mammography breast exam. Documentation reviewed also included the number of exams the radiologist read, BIRADS reporting, final results outcome and letter(s) to the patient(s).

Medical Records: Inspector reviewed random patient’s mammography reports and digital images.

Personnel qualification records: The FDA inspector inspected all transcripts and documentations of all personnel involved in rendering mammography as required by the MQSA’s initial qualification criteria. “These records are kept in a binder and reviewed by myself on a timely manner to remind personnel whether an updated documents with current dates are needed. This includes licenses and current continuing education,” said Buchart.

Additionally, detailed question and answer sessions were also conducted with all mammography personnel during the inspection.

The mammography suite overall appearance was also examined, with particular attention given to such requirements as posting of documents, overall cleanliness and proper hygiene protocols.

“We’re proud of what we do. Our patients know they get our best when they have an mammography appointment,” Buchart said.

Chalking Up Awareness at NMRTC Bremerton

By Douglas H Stutz, NHB/NMRTC Bremerton public affairs officer -- Making a statement.

Which is exactly what Hospital Corpsman 3rd Class Estella Obando and others did to acknowledge April is Sexual Assault Awareness Prevention Month at Navy Medicine Readiness Training Command Bremerton.

The inclement weather didn't put a damper – or wash away – the visual reminders and supportive messages drawn and sketched by Sailors for their Chalk the Walk event.

“Everyone out here is in support of our event and sharing encouragement, information, and just reminding everyone that none of us are ever alone. Help is everywhere,” said Obando, Chalk the Walk organizer for what has become an annual event, rain or shine, at the command.



This year's SAAPM theme is “Step Forward. Prevent. Report. Advocate,” a call to action for everyone in the Department of Defense to do their part to prevent sexual assault and encourage greater assistance seeking.

Such was the premise with the Chalk the Walk.

“We are out here to help spread awareness, educate, and talk about sexual assault awareness and prevention. Our Chalk the Walk event encourages our staff and patients to show their support by expressing their thoughts through chalk art and words of encouragement,” explained Chief Hospital Corpsman Jenny Singer, NMRTC Bremerton Sexual Assault Prevention Response coordinator and Clinical Support Services directorate senior enlisted leader.

The Chalk the Walk event covered the command's sky bridge between the main hospital and adjacent parking lot, is part of NMRTC Bremerton's month long recognition of SAAPM, which also includes a Sailors Against Sexual Harassment and Assault 5K run/walk, teal ribbon display, denim decoration display, and Sexual Assault Prevention Response victim advocate recognition.

“We all have the opportunity and responsibility to promote a climate that is free from sexual assault,” added Singer. “We all play a part in prevention and treating everyone with dignity and respect and not tolerating retaliation when someone has the courage to speak up.”

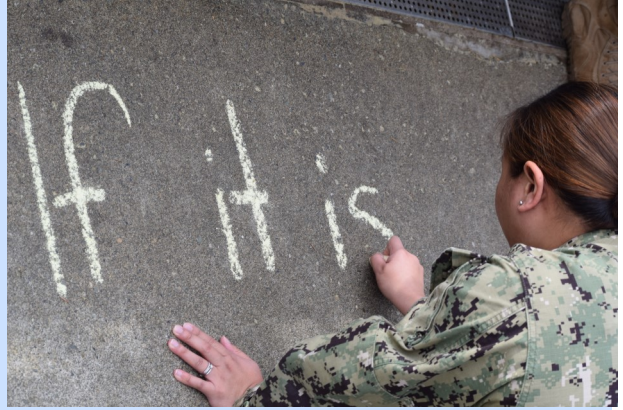
According to the DoD, over a decade of research demonstrates that sexual assault occurs less often in units where members support and respect each other. Data further shows that sticking up for someone who is being hazed, bullied, and harassed or abused sends a strong message that helps improve climates.

“I came out here to help spread awareness and hope to shed light that we support others and that people can stand up for themselves,” stated Hospital Corpsman 3rd Class Kai Vincent,

The SAPR program balances focused education with comprehensive response, compassionate advocacy, and just adjudication in order to promote professionalism, respect, and trust, while preserving Navy mission readiness.

SAPR also reinforces – one chalk mark at a time - a culture of prevention, response, and accountability for the safety, dignity, and well-being of Sailors and Marines. The Department of the Navy does not tolerate sexual assault.

If you or someone you know in the DoD community has experienced sexual assault, please consider reaching out to DoD Safe Helpline for 24/7, anonymous, one-on-one support at 877- 995-5247 or [SafeHelpline.org/live-chat](https://www.safehelpline.org/live-chat).



It's Elementary – Military Kids Honored by NMRTC Bremerton Skipper

By Douglas h Stutz, NHB/NMRTC Bremerton public affairs officer -- Hands shot up from purple-clad students when prompted with such questions as, “why was purple picked as the color for Military Kids?” “Who has lived or been born overseas?” “Who has had a parent deployed on ship, sub, to live in a tent?”

“Because it’s all of us,” said one student, responding to the purple color question.

“Japan, Florida, California, and Silverdale,” were shared as replies to the second query.

“My dad came back once from deployment with a moustache and we said he could keep it,” stated another pupil.

Those exchanges and more came from military children attending Burley Glenwood Elementary in Port Orchard, Washington. They were recognized and feted in conjunction with April being Month of the Military Child, by Capt. Patrick Fitzpatrick, Naval Hospital Bremerton director and Navy Medicine Readiness Training Command Bremerton commanding officer on April 15, 2022.

Fitzpatrick explained to his young audience that there are specific qualities that each military child can be justifiably proud.

“Military kids are adaptable. You’ve had to move, change schools and live in all those other places. You learn to adjust. How many have moved?” asked Fitzpatrick.

Raised hands indicated such was the case for all attendees.

“You know what else military kids like us are? We’re smart. We know more than school. We know about life,” Fitzpatrick said.



“Military kids are also mature. You have responsibilities that other kids may not have,” added Fitzpatrick. “We’re also team players. We understand how to get to know others.”

“But what’s really unique about us is living in all these other places, we’re really good at geography. We know where places like Hawaii, Japan, and Italy are,” said Fitzpatrick.

“My dad recently went to Poland. That’s next to Germany,” declared another classmate.

“You all are really special. I know personally. I’m a military kid, too,” remarked Fitzpatrick. “I wanted to come meet and talk with you and thank you for your service. Because each one of you also serve. You’re a great help to your mom and dad. When I went on deployment, what kept me going was knowing that you were home. You were there also serving, in your way. Thank you for being such great kids.”

Each student was provided with a goody bag filled with Month of Military Child themed mementoes and presented with a commanding officer coin.

They also were awarded with individual Awesome Kid Award certificate, which read in part, “in recognition of your support to your family and the United States military, you’ve been selected as an awesome military kid! We are so proud of you and how you represent military kids all across the world. You’re pretty awesome and we thought you should know!”

The Military Health System compiled a list of references in regards to assisting parents – as well as others – help their military child move on from the past two years of pandemic-altering norm, and adapt to a relatively new routine:

The COVID-19 pandemic has disrupted all of our lives in many ways, including children.

Many children have lost caregivers, family members or other loved ones to COVID-19, and all of them have missed out on aspects of normal childhood, like social opportunities, school, milestones, activities and more. The pandemic increased stress on everyone. For children, increased stress often contributes to behavioral health challenges.

Communication is key to helping children of nearly all ages.

Encourage children to share their worries or anxieties with you.

Answer questions honestly and simply.

Pay close attention to changes in your child’s behavior or willingness to communicate with you.

Helping children process grief can be challenging, but it is important for their emotional health and well-being to talk openly and honestly.

Explain the circumstances causing loss.

Answer their questions as best as you can.

Offer reassurance.

Be patient. Every child processes grief and loss at their own pace.

Maintaining structure and routine can help children find comfort and stability in times of loss and disruption.

Routine also gives children something to look forward to and feel normal.

Many of the hardships and losses that children have experienced during the pandemic will come to an end.

Remind them that the challenges are temporary, and they can look forward to resuming many activities as the pandemic moves into a new phase.

Be open about how the rules for staying safe have changed, and may continue to change.

Some rules for staying safe remain consistent – hand washing, cover nose and mouth when coughing or sneezing, don’t share food, and stay home when you feel sick.

Rules also can vary by community. Explain the rules for your local community.

Help children understand that some people remain at higher risk from COVID-19 and may still choose to wear masks.

Proactively engage with your children to set expectations about moving to the new phase of the pandemic, and returning to something closer to normal life. When you talk to them:

Stay Positive about the long-term outcome

Stay Honest about the challenge

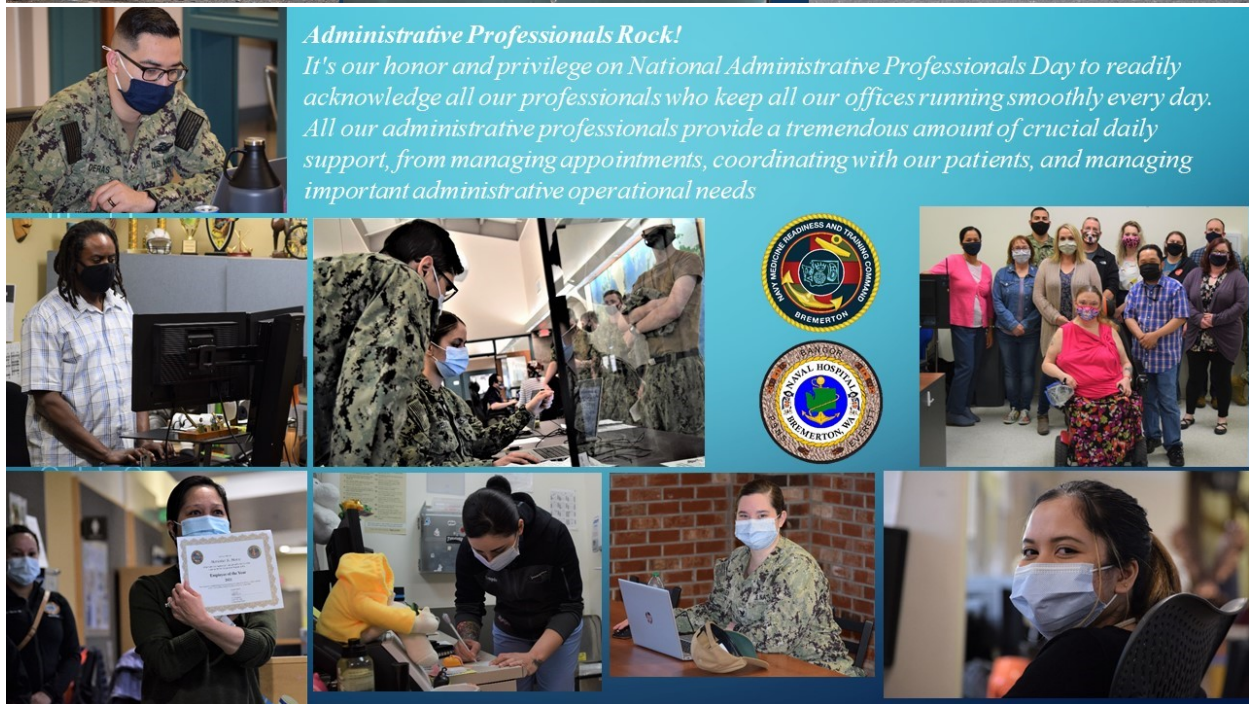
Stay Active with sports and clubs

Stay Scheduled with a flexible routine

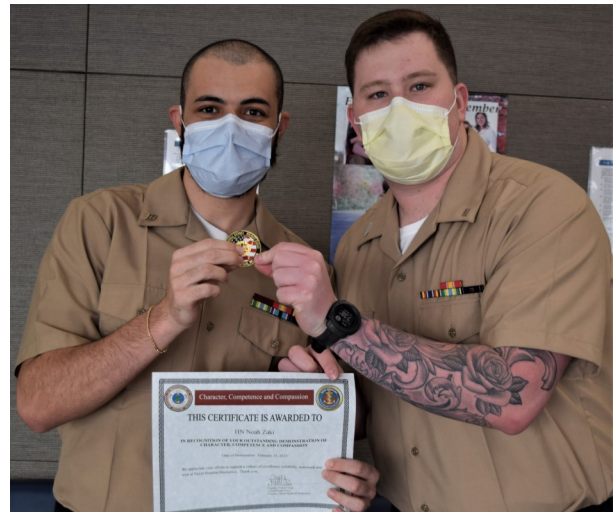
Stay Connected to the community with social activities

Stay Informed about what is happening in your community

Stay Safe by getting vaccines, washing hands, and staying home when sick



NHB/NMRTC Bremerton scenes...





Five Years and Counting...

Navy Medicine Civilian Corps was recognized being established five years earlier by representatives of the other distinctive corps at Naval Hospital Bremerton, April 28, 2022. Representatives of corps chiefs from the Navy Dental Corps, Hospital Corps, Medical Corps, Medical Service Corps and Nurse Corps shared well-wishes to the approximately 360 civil service staff at NHB upon their fifth anniversary. There was a traditional cake-cutting ceremony, gift baskets presented and goody-bags distributed, along with heartfelt acknowledgement for NHB's civilian federal workers.

"Active duty personnel come and go, but the continuity and knowledge based expertise resides in our civil service workforce here and throughout Navy Medicine," remarked Capt. Patrick Fitzpatrick, NHB director and NMRTC Bremerton commanding officer (Official Navy photos by Douglas H Stutz, NHB/ NMRTC Bremerton public affairs officer).

